OKI®

OKIFAX 4580

I-Fax User's Guide

59351301

Oki, Network Solutions for a Global Society

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I-Fax

I-Fax, despite its complicated nature, is an easy-to-use feature. The T.37 protocol allows your fax machine to send and receive email over your LAN connection, without ever needing to be hooked up to your computer. Note, if your email server uses authentication, see important information “Authentication - Unable To Send Global E-mails” on page 25.

The I-Fax feature is mutually exclusive with the parallel port connection on a 4580 Fax machine. This means you can either use the I-Fax feature or print from your computer to the Fax machine - not both.

This User Guide is divided into four primary sections.

1. “Operation Overview” on page 2
2. “Network Set Up” on page 8
3. “User Interaction” on page 19
4. “Troubleshooting” on page 23

Each section will walk you through the setup and usage of this product.

Operation Overview

This overview has several sections to help you decipher and use the I-Fax process easily.

- “Operation Overview” on page 2.
- “What Your I-Fax Machine Can Do” on page 3.
- “Installation Requirements” on page 3.
- “Internet Fax Transmission” on page 4.
- “Internet Fax Reception” on page 4.
- “Network Settings List” on page 5.
- “Materials Provided” on page 5.
- “Components of an Internet Fax” on page 6.
- “Helpful Hints (I-Fax)” on page 7

This section is intended as a quick-reference for using the I-Fax feature. This section does not provide detailed explanations of features or settings, as other sections provide these.

The following items provide the information you will need to use your fax machine.

- User’s Guide
- Warranty Document
- I-Fax User’s Guide (this book)
- Software Setup CD-ROM

Please refer to “Materials Provided” on page 5 for further description.

To use Internet Fax

- a Network Card must be installed in the machine
- the machine must be connected to a LAN

The Network Card for this machine can be connected to a

- 10 baseT
  or
- 10/100baseTX LAN (will only operate at 10 base T).

To make a LAN connection, the following information must be configured on this machine. Ask your network administrator about these settings.

- an IP Address
- SubnetMask
- Default Gateway

If the LAN uses a DHCP server, it is not necessary to configure these settings as the server will perform them automatically.

After setting the correct IP Address, SubnetMask and Default Gateway, configure the machine for Internet Fax transmission/ reception.

1. What Your I-Fax Machine Can Do

I-Fax is a feature with many capabilities.

This unit can:

- send and receive faxes via a Public Switched Telephone Network (PSTN)
- send and receive faxes via the Internet (over a LAN)
- print via a Local Area Network (LAN) (Windows only)
- act as an email scanner (see “Backup / Archive (Email Scanning)” on page 7
- act as a Gateway service
- act as a convenience copier

! *Important!*

Internet faxes differ from traditional faxes in these ways:

Although your OKI-Fax has security features, faxes sent over the Internet are more vulnerable to interception than faxes sent over the PSTN.

There is no way to verify that a message has been received by the machine to which it was addressed.

2. Installation Requirements

Before the machine is used, three processes must be completed.

- Machine Installation
- Network Setup
- Customization

! *Installation and setup requirements may vary from system to system.*

Machine Installation

Installation covers the physical procedures, such as removing the unit from the shipping packaging, connecting the power, telephone, and network lines, installing consumables.

Installation may be performed by anyone.

Refer to “Installation” in the User’s Guide for more information.

Network Setup

Setup covers the network installation procedures, such as establishing the IP Addresses and configuring the network card.

A network administrator will perform setup.

Customization

Customization covers the programming procedures, such as One-Touch keys, machine settings, and network settings.

You can perform some of the customization procedures. Others must be performed by a network administrator.

LAN Topologies and Operating Systems

Lan

10base-T Ethernet

Internet Fax Protocols

TCP/IP	SMTP
POP3	DNS

3. Internet Fax Transmission

General Information

To send an Internet Fax message, you need a mail server from which to send email.

Please consult your network administrator about the settings listed below, which are required in order to make a connection to the mail server.

- SMTP Server Address / Name
- DNS Server's IP Address
- Email Address

These settings are similar to those of popular mail clients such as Netscape Messenger, Outlook and Eudora.

You can start transmission when these settings have been configured.

To send a fax, place a document on the machine and press the one-touch button on which the email address of the recipient has been registered; the document will be scanned into memory, converted into a TIFF file and sent to the recipient.

SMTP Server Address / Name

1. Enter the SMTP server name or IP Address. If entering the server's IP Address, be sure to type the dots (full-stops) dividing the numbers. Example: 192.168.1.1
2. You may enter a server name only if a DNS server has been configured.

DNS Server's IP ADDRESS

This setting is not required if the SMTP server has been specified by its IP ADDRESS. A DNS server can convert a server name into an IP ADDRESS.

Email Address

Enter the email address assigned to this machine.

4. Internet Fax Reception

General Information

To receive an Internet Fax message, a mail server is required for sending email.

Please consult your network administrator about the settings listed below, which are required in order to make a connection to the mail server.

- POP Server Address / Name
- DNS Server's IP Address
- POP Server User Name
- POP Server Password

The machine is ready to receive Internet Fax messages when these settings have been configured. To receive a fax message, the machine will access the server automatically at regular intervals according to the POP Interval Time setting.

If there is mail, the machine will print it out automatically.

This machine only receives TIFF files and text-format mail. It cannot receive files in other formats (such as Word, Excel, and certain formats of TIFF files).

POP Server Address / Name

1. Enter the POP server name or IP Address. When entering the server's IP Address, be sure to enter the dots (full-stops) dividing the numbers. Example: 192.168.1.1
2. You may enter a server name only if a DNS server has been configured.

DNS Server's IP Address

This setting is not required if the POP server has been specified by its IP ADDRESS. A DNS server can convert a server name into an IP ADDRESS.

POP Server User Name

Enter the user name assigned to this machine for accessing the POP server.

POP Server Password

Enter the password assigned to this machine for accessing the POP server.

5. Network Settings List

List of Settings

1. "IP Address" on page 13
2. "Subnetmask" on page 13
3. "Default Gateway" on page 13
4. "SMTP Server Name" on page 13
5. "POP Server Name" on page 14
6. "Pop User Id" on page 15
7. "Pop Password" on page 15
8. "DNS P.SRV Address" on page 16
9. "DNS S.SRV Address" on page 16
10. "FAX Email Address" on page 16

6. Materials Provided

The following items provide the information you will need to use your fax machine.

- User's Guide
- Warranty Document
- I-Fax User's Guide (this book)
- Software Utilities CD-ROM

Each item is explained below.

User's Guide

The User's Guide provides the information common to all configurations.

Warranty Document

The Warranty Document provides the warranty, service and support, and Material Safety Data Sheet information for this product series.

I-Fax Option Guide

The Option Guide provides the information unique to the I-Fax configuration of the product series.

Software Utilities CD-ROM

The Software Utilities CD-ROM includes the following software:

TIFF Utility

The TIFF Utility acts as a print driver. However, instead of printing your document, the TIFF Utility converts your document to a TIFF file and automatically attaches it to an email.

7. Components of an Internet Fax

A fax sent over the Internet has three components.

- Header
- Email
- TIFF attachment(s)

Your ability to receive, view, or print these components will vary according to the settings of different functions.

Header

The header includes all routing information for the path your Internet Fax followed from the time it was sent to the time it was received.

The header is automatically generated as part of the Internet Faxing process.

Email

The email includes the To, From, and Date information. It may include RE: (Subject) and body text (email message).

The To, From, and Date information are automatically generated as part of the Internet Faxing process. However, they are based on information programmed by the user.

The subject and message (if used) can be determined by the user.

Attachment(s): TIFF or PDF

The TIFF or PDF attachment(s) are the "fax" part of the Internet Fax. The content of the TIFF attachments is determined by the end user. The conversion to TIFF or PDF and file handling are part of the Internet Faxing process.

Note: If the receiver is another OKI I-Fax device, the format must be TIFF as the OKI devices cannot receive PDF.

8. Helpful Hints (I-Fax)

Your fax machine has many features and capabilities that will help you

- Operate the machine
- Save money
- Save time

PSTN Faxing vs. Internet Faxing

PSTN Faxing is fax communication conducted via telephone lines, with which you are probably familiar. PSTN Faxing requires telephone numbers and telephone lines.

Internet Faxing is fax communication conducted via the Internet which resembles email communications more than it does PSTN faxing. Internet Faxing requires email addresses, mail servers, Internet connections, and fax machines capable of Internet Faxing.

Internet Fax

Internet Fax is a term with several meanings, depending on context. Internet Fax can mean

- Fax communication conducted via the Internet.
- A fax machine capable of Internet Faxing.
- The document (fax) sent via the Internet.

Email Addresses vs. PSTN (Phone) Numbers

You can combine email addresses and telephone numbers in one communication session.

You can send a fax to several email addresses or several telephone numbers, or a combination of email addresses and telephone numbers.

Status of Server

Internet Faxing is conducted over the Internet via network servers. If the servers are down, running slowly, or experiencing other problems, Internet Faxing will be adversely affected.

Backup / Archive (Email Scanning)

You can use your fax machine to create digital versions of documents you only have in hardcopy form.

1. To do this, send the document as an Internet Fax to your email address.
2. When the document is scanned, a TIFF version of the document is created. By sending it to yourself, you will have a digital version of the hardcopy document.
3. You can then use various software packages to work with the digital (TIFF) version, such as an Optical Character Recognition (OCR) software package.

Network Set Up

To setup your fax machine on a network, settings for the machine are located in two places.

- Settings stored on the fax machine
- Settings recorded on the network card

Each section below is categorized by the Menu listings found in the fax machine. They are as follows:

- "I-Fax NIC Settings" on page 9
- "POP Interval" on page 12
- "Network Settings" on page 12
- "I-Fax NIC Initialize" on page 16

Identifying Current Settings on Fax Machine

The Configuration Report lists the current settings of the facsimile machine and the network card.

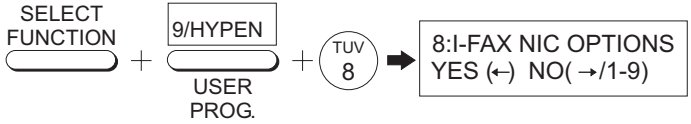
Print the Configuration Report

1. Press the **Select Function** key.
2. Press the **6/Report Print** One-Touch key. The display will show **1:ACTIVITY REPORT**.
3. Using the numeric keypad, press **5**. The display will show **5:CONFIGURATION**.
4. Press YES . The report will print.

1. I-Fax NIC Options

The following lists the available options for setting up and adjusting the Network Interface Card (NIC) functions.

To access:



1. Press **Select Function** to enter the menu.
2. Press **9/USER PROG** to enter the programming menu and then press keypad **8** for **I-FAX NIC OPTIONS** and press YES to enter the menu.

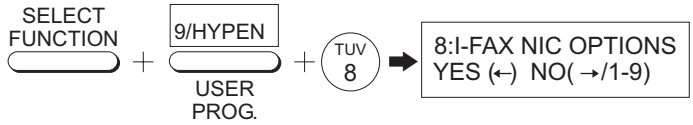
3. Press NO to scroll through the features available for NIC Options.

I-Fax NIC Settings	Text Print
	Header Print
	Coding Mode
	Ex.Fine Mode
	Sender ID (Email)
	Send File Format
	Send Notification
	I-Fax NIC Update
POP Interval	On/Off
Network Settings	IP Address
	Subnet Mask
	Default Gateway
	SMTP Server Name
	POP Server Name
	POP User ID
	POP Password
	DNS P.SRV Addr.
	DNS S.SRV Addr.
	Fax Email Addr.
I-Fax NIC Initialize	Yes/No

I-Fax NIC Settings

The I-Fax NIC options can be accessed using the following:

To access settings:



1. Press **Select Function** to enter the menu.
2. Press **9/USER PROG** to enter the programming menu and then press keypad **8** for **I-FAX NIC OPTIONS**.
3. Press YES to enter **I-FAX NIC SETTINGS**.

Explanations of each function follow this list.

- Text Print
- Header Print
- Coding Mode
- Ex.Fine Mode
- Sender ID (Email)
- Send File Format
- Send Notification
- I-Fax NIC Update

Text Print

- Settings: ON or OFF
- Default: ON

Whether or not to print the body text of email. If this setting is ON, the text in an email message is printed out. Please note that

only US-ASCII characters in the text can be printed as shown in the following table. Any characters that cannot be printed will be shown as spaces. Depending on the email client used, text may not be printed or come out garbled.

Note: Text is not generally base64 encoded and coded text is not supported (coded text is received, where the text in a coded condition is printed.)

- Two or more sections of text are all printed. A line (98 hyphen characters) is added between text files (including body copy) and a linefeed is created before and after the line. Between a header and a text file (including body copy), no line is added and one linefeed is inserted.

- The MIME header of the attached file is not printed.

- A blank line in the top of TEXT is eliminated in print and will not be printed.

- In Microsoft Outlook or Lotus Notes, there is a setting to send an Email body using HTML format. When set, the body will be sent in both TEXT and HTML. If both are received, Internet Fax will print only the TEXT portion. However, if the setting is HTML format and there is an attached HTML file, then the HTML portion will be printed, albeit with extra characters associated with HTML. When Outlook is used, please use TEXT as the sending format for printing.

	0	1	2	3	4	5	6	7	8	9	A	B	C	D	E	F
0			SP	0	@	P	‘	p								
1			!	1	A	Q	a	q								
2				2	B	R	b	r								
3			#	3	C	S	c	s								
4			$	4	D	T	d	t					Ä		ä	
5			%	5	E	U	e	u								
6			&	6	F	V	f	v						Ö		ö
7				7	G	W	g	w								
8			(	8	H	X	h	x								
9			)	9	I	Y	i	y								
A			*	:	J	Z	j	z								
B			+	;	K	[	k	{								
C			,	<	L	\	l	|						Ü		ü
D			-	=	M	]	m	}								
E			.	>	N	^	n	~								
F			/	?	O	_	o							ß		

Header Print

- Settings: TYPE 1, TYPE 2, or OFF
- Default: TYPE 1
  - OFF: Do not print header

- TYPE1: Print SUBJECT/FROM/TO
- TYPE2: Print all header information

This setting is only valid when the TEXT Print setting is ON.

Coding Mode

- Settings: MH, MR, MMR
- Default: MH

This is the coding mode for TIFF file images sent by Internet Fax. Select the option desired.

Compression Rates:

MH	low
MR	medium
MMR	high

The default setting is MH.

Often, other manufacturers' Internet Fax products support only MH.

Ex.Fine Mode

- Settings: 300 dpi or 600 dpi
- Default: 300 dpi

Scan resolution of EX.FINE mode for Internet Fax is 300 dpi or 600 dpi: 300 dpi is faster while 600 dpi is higher quality.

Sender ID (Email)

- Settings: ON or OFF
- Default: ON

Adds the sender ID to the main body of images scanned by Internet Fax.

This setting will always apply when using Internet Fax, regardless of the setting for 4:SYSTEM DATA PRG. When using Internet Fax as an email scanner, turn this setting OFF to prevent the sender ID data from appearing in scanned images.

Send File Format

- Settings: TIFF or PDF
- Default: TIFF

This determines whether the format sent is either PDF or TIFF.

Note: Oki facsimile machines cannot receive PDF faxes.

Send Notification

- Settings: ON or OFF.
- Default: ON

When sending an email from the I-Fax device, the body of the email has a message which indicates that an attachment is included. The message varies, depending on the setting of Send File Format (TIFF or PDF).

I-Fax NIC Update

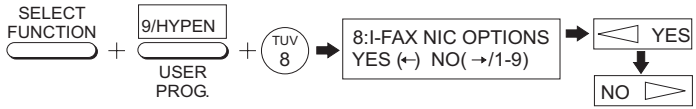
- Settings: YES or NO.
- Default: YES

This setting allows updates to the firmware when YES is enabled. Usually this option is not required except when a firmware update is released and run from a client machine.

POP Interval

- Settings: Off/1min/5min/10min/30min/60min/Daily
- Default: OFF

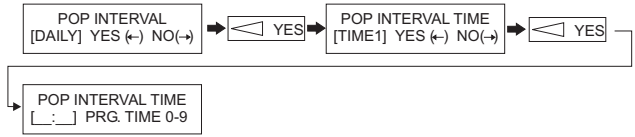
POP Interval can be accessed using the following:



1. Press **Select Function** to enter the menu.
2. Press **9/USER PROG** to enter the programming menu and then press keypad **8** for **I-FAX NIC OPTIONS**.
3. Press YES to enter **I-FAX NIC OPTIONS**.
4. Press NO until **POP INTERVAL** appears.
5. Press YES to enter POP Interval.
6. Select either **YES** or **NO** to select the interval time desired. This determines the frequency the machine will check for incoming transmissions from the POP mailbox. Select the option desired. OFF sets the machine to not check for incoming transmissions.

Daily

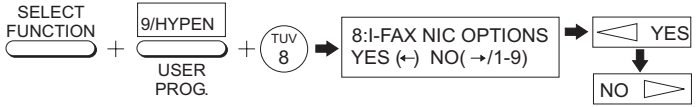
Daily sets the machine to check the mail server once a day. Thus, it is required that the time of day is set for this option.



- When the **DAILY** setting is selected, the time of day when the mailbox is polled requires setting. There are four different time settings available.
- If the **POP INTERVAL TIME** is not registered, then the auto POP receiving action will not occur.
- After **POP INTERVAL TIME** is registered, even if the setting is changed from **DAILY** to another one, the **POP INTERVAL TIME** setting will not be lost.

Network Settings

This function modifies these network settings. The I-Fax Network settings can be accessed using the following:



1. Press **Select Function** to enter the menu.
2. Press **9/USER PROG** to enter the programming menu and then press keypad **8** for **I-FAX NIC OPTIONS**.

3. Press YES to enter **I-FAX NIC OPTIONS**.
4. Press NO until **NETWORK SETTINGS** appears.
5. Press YES to enter **NETWORK SETTINGS**.
6. To advance to each function within Network Settings, use the **Start** key.
7. To set each function, utilize both the numeric keypad and the one-touch keys for easy access to commonly used symbols. An explanation for each option listed below follows.
   - "IP Address" on page 13
   - "Subnetmask" on page 13
   - "Default Gateway" on page 13
   - "SMTP Server Name" on page 13
   - "POP Server Name" on page 14
   - "Pop User Id" on page 15
   - "Pop Password" on page 15
   - "DNS P.SRV Address" on page 16
   - "DNS S.SRV Address" on page 16
   - "FAX Email Address" on page 16

IP Address

Sets the IP address.

- When 0.0.0.0 is set as the IP address, the DHCP function automatically starts. If a DHCP server is found, an IP address is obtained from the DHCP server.
- From then on, an IP address is obtained from the DHCP server each time the power is turned OFF and ON; therefore, it is not necessary to change the IP address. When an IP address is obtained from the DHCP server, the address is displayed and an asterisk (*) appears at the end.
- If you wish to set a fixed IP address, input the IP address (numbers). Other than the IP address, a SUBNET MASK, DEFAULT, GATEWAY, and DNS SERVER address are also obtained from the DHCP server automatically. Sometimes they cannot be obtained depending upon the setup of the DHCP server. In such a scenario, set each address one at a time.

Subnetmask

Sets the subnet mask.

Default Gateway

Sets the default gateway address.

SMTP Server Name

Enter either the IP address or the host name of the SMTP mail server.

! *If the DNS name of the SMTP server does not work, try entering the IP address of the SMTP server.*

1. Press the Number keys to insert either text or numbers. Press them repeatedly to enter the character desired.

2. To jump to the next field, use the ◁ YES or NO ▷ keys.

3. Press the **Start** key to enter your settings.

Restrictions

- If DNS has not been set, enter the IP address of the server. The address must include the "." (period) dividers (e.g., 192.168.4.123).
- Up to 64 characters may be entered.
- You may use Latin letters, numbers and symbols.
- To enter symbols, use either one-touch keys or key "0" of the numeric ten-key pad.
- The symbols that can be used are: ***! # & ' ( ) * + , - . / : ; = ? · @ ? " _ % ~***
- The "~" (tilde) symbol shows on the display as "-1".
- The " and ' symbols cannot be used.
- Both uppercase and lowercase letters can be used. To change the case, press the **1/CAPS** key.

POP Server Name

Enter either the IP address or the host name of the POP mail server.

! If the DNS name of the POP server does not work, try entering the IP address of the POP server.

1. Press the Number keys to insert either text or numbers. Press them repeatedly to enter the character desired.

2. To jump to the next field, use the ◁ YES or NO ▷ keys.

3. Press the **Start** key to enter your settings.

Restrictions

- If DNS has not been set, enter the IP address of the server. The address must include the "." (period) dividers (e.g., 192.168.4.123).
- Up to 64 characters may be entered.
- You may use Latin letters, numbers and symbols.
- To enter symbols, use either one-touch keys or key "0" of the numeric ten-key pad.
- The symbols that can be used are: ***! # & ' ( ) * + , - . / : ; = ? · @ ? " _ % ~***
- The "~" (tilde) symbol shows on the display as "-1".
- The " and ' symbols cannot be used.
- Both uppercase and lowercase letters can be used. To change the case, press the **1/CAPS** key.

Pop User Id

Enter the user ID registered on the POP3 server.

1. Press the Number keys to insert either text or numbers. Press them repeatedly to enter the character desired.
2. To jump to the next field, use the YES or NO keys.
3. Press the **Start** key to enter your settings.

Restrictions

- Up to 16 characters may be entered.
- You may use Latin letters, numbers and symbols.
- To enter symbols, use either one-touch key 20 or key "0" of the numeric ten-key pad.
- The symbols that can be used are: ***! # & ' ( ) * + , - . / : ; = ? · @ ? " _ % ~***
- The "~" (tilde) symbol shows on the display as "-1".
- Both uppercase and lowercase letters can be used. To change the case, press the **1/CAPS** key.

Pop Password

1. Enter the password registered on the POP3 server, which must be alphanumerical characters of no more than 16 characters long.
2. If a password has already been entered, it is shown as XXXXXXXXXXXXXXXX (sixteen Xs).
3. Press the Number keys to insert either text or numbers. Press them repeatedly to enter the character desired.
4. To jump to the next field, use the YES or NO keys.
5. Press the **Start** key to enter your settings.

Restrictions

- Up to 16 characters may be entered.
- POP USER ID and POP PASSWORD settings in the fax machine must match the POP3 user name already entered in the server.
- You may use Latin letters, numbers and symbols.
- To enter symbols, use either one-touch keys or key "0" of the numeric ten-key pad.
- The symbols that can be used are: ***! # & ' ( ) * + , - . / : ; = ? · @ ? " _ % ~***
- The "~" (tilde) symbol shows on the display as "-1".
- The " and ' symbols cannot be used.
- Both uppercase and lowercase letters can be used. To change the case, press the **1/CAPS** key.

DNS P.SRV Address

DNS = **D**omain **N**ame **S**ervice.

P.SRV = **P**rimary **S**erver.

- Sets the IP address of the DNS primary server.
- Do not change this setting if the server is connected directly using its IP address.

DNS S.SRV Address

DNS = **D**omain **N**ame **S**ervice.

S.Serv = **S**econdary **S**erver.

- Sets the IP address of the DNS secondary server.
- Change this setting only when a secondary server has been set up.

FAX Email Address

1. Enter the email address assigned to your machine. Press the Number keys to insert either text or numbers. Press them repeatedly to enter the character desired.
2. To jump to the next field, use the ◁ YES or NO ▷ keys.
3. Press the **Start** key to enter your settings.

Restrictions

- Up to 64 characters may be entered.
- You may use Latin letters, numbers and symbols.
- To enter symbols, use either one-touch keys or key "0" of the numeric ten-key pad.
- The symbols that can be used are: ! # & ' ( ) * + , - . / : ; = ? · @ ? " _ % ~
- The "~" (tilde) symbol shows on the display as "$^{-1}$".
- The " and ' symbols cannot be used.
- Both uppercase and lowercase letters can be used. To change the case, press the **1/CAPS** key.

I-Fax NIC Initialize

This resets the Network Card to its original factory settings. Verify that you want to do this before proceeding because when resetting the Network Card to factory settings, all current settings are lost.

1. Press **Select Function** to enter the menu.
2. Press **9/USER PROG** to enter the programming menu and then press keypad **8** for **I-FAX NIC OPTIONS**.
3. Press ◁ YES to enter **I-FAX NIC OPTIONS**.
4. Press NO ▷ until **I-FAX NIC INITIALIZE** appears.
5. Press ◁ YES twice to reset the network card.

Note: The message "ARE YOU SURE?" will appear on the display. You must confirm your choice before the unit will reset to factory defaults.

2. Email Settings

Registering addresses

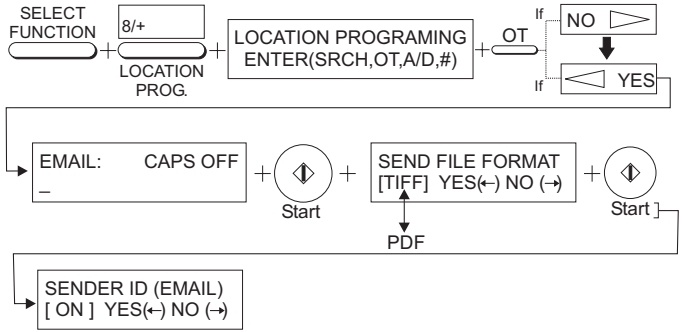
Email addresses up to 64 characters long can only be assigned to one-touch keys 01 to 10. It is also possible to program a group of email addresses and assign the group to a one-touch dial number. However, one-touch dial numbers for both email addresses and telephone numbers cannot be assigned to a single group.

Restrictions

- Up to 64 characters may be entered.
- You may use Latin letters, numbers and symbols.
- To enter symbols, use either one-touch keys or key "0" of the numeric ten-key pad.
- The symbols that can be used are: ! # & ' ( ) * + , - . / : ; = ? · @ ? " _ % ~
- The "~" (tilde) symbol shows on the display as "-1".
- The " and ' symbols cannot be used.
- Both uppercase and lowercase letters can be used. To change the case, press the **1/CAPS** key.

Program OT Email Addresses

Programming Email addresses can be accomplished using the following procedures:



1. Press **Select Function** to enter the menu.
2. Press **8/LOCATION PROG** to enter the programming menu. Then press OT (One-Touch) key where you wish to program the email address.
3. If the display does not read **EMAIL**, press NO. Then press YES to begin entering the email address. Use the **1/CAPS** key to turn on/off caps.
4. When finished, press the **Start** key to enter your settings.

5. Select either TIFF or PDF for the default send format for the email address entered by pressing ◁ YES or NO ▷.
6. Select if you would like the Sender ID to appear in the image as the default for the email address entered by pressing ◁ YES or NO ▷.
7. Press another OT key to program or press the **Stop** ▽ key until you have exited programming.

Program Group Email Addresses

Email Groups are clusters of email addresses tied together to a Group setting, allowing you to send a document to multiple email addresses. Once you have programmed multiple email addresses to OT keys, then you are able to program email groups. Telephone Fax numbers can also be programmed into the same Group setting as well.

Programming email groups can be accomplished using the following procedure:

1. Press **Select Function** to enter the menu.
2. Press **8/LOCATION PROG** to enter the programming menu and then press # key to enter Group programming.
3. Using the numeric keypad, enter the group location desired, 1-10. Example: To enter location 2, press 02.
4. The display will show the number of your current group and **SELECT LOC.(S)**. You can now add a location to your group (or delete a location from it). Refer to the instructions below.

To do this	Do this
Add a One-Touch location	Press the One-Touch key. Press the Start key to enter the location. Repeat as necessary.
Delete a previously added email	Press the programmed One-Touch key. Press the Start key to delete it. Repeat as necessary.
Search for a location by name to add or delete	Press the Search key continuously (or use the numeric keypad) until the location you want appears. Press the START key to add or delete it.

5. Each group can contain up to a maximum of all of the One-Touch locations available on your fax machine.
6. When you are finished programming, press NO ▷. The display will show **LOCATION PROGRAMMING**.
7. To program another group, return to Step 3. If you are finished, press the **Select Function** key.

1. Sending Email

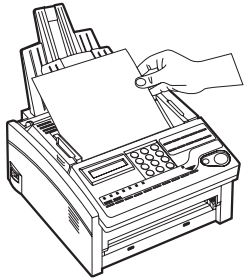
Sending emails can be accomplished in the following ways:

1. Manually entering an email with the Email key.
2. Using a preprogrammed One-Touch key.
3. Using the Group Email setting.
4. Using Broadcast feature.

Email Using Email Key

A document can be sent to an email address by manually entering the address using the numeric keypad.

1. Place a document in the machine.
2. Press the **Email** key.
3. Either begin entering an email address directly using the numeric keypad, or press the **Email** key again to setup the options for this email.



Email Key Options

Setting	Description
1: To	The email address you are sending to.
2: From	The email address you would like to appear as the return address. The default is the fax machine's own programmed email.
3: Subject	Enter the subject of the email. If not subject is enter, then it will appear "Internet FAX Message from [Sender ID]".
4: Send File Format	TIFF or PDF encoding. Normally TIFF is best.
5: Sender ID	Yes, to have the Sender ID appear on the email.
6: Confirm Report	Prints a report on the email addresses entered.
7: Display (To):	Displays the email address entered.
8: Display (From):	Displays the email address entered.

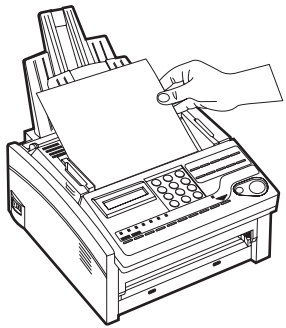
4. Press the number key for the setting desired from the choices listed above. Press ◁ YES to enter the setting; press NO ▷ to advance in the list. Enter the information required.
5. Depending upon the setting, press either ◁ YES or the the **Start** ◇ key to save and exit.

6. Select another email setting (1-8) or press the **Start** key again to email the document.
7. Press the **Stop** key to exit without emailing the document, press **Stop** key again to remove the document.

Email Using OT Key

A document can be sent to an email address (or several email addresses) by pressing pre-programmed one-touch keys, but cannot be sent to recipients with telephone numbers registered on one-touch keys.

1. Place a document in the machine.
2. Press the One-Touch key at which the recipient's email address is assigned and press the **Start** key.



3. After storing the document's image data in memory, the machine will establish a server connection and a **SENDING** message will display. At the end of the transmission, the result will be displayed on the LCD and a buzzer will sound.

Notes:

- To type in the full email addresses, select the **Email** key to enter each email addresses individually. Refer to "Email Using Email Key" on page 19 for further details.
- To stop transmission, press the **Stop** key. The transmission will be terminated at once without asking for confirmation. Press the **Stop** key again to remove the document.
- Internet Fax data is scanned into memory before transmission. If the document is too large for the memory capacity, make two or more transmissions.

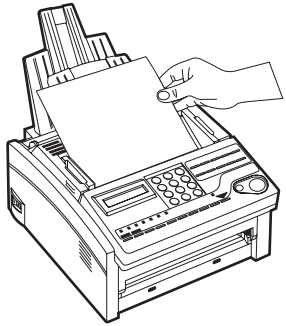
Email Using Group Email Setting

A document can be sent to several email addresses by selecting the appropriate Group setting. If the same email address is selected twice, the document will be sent only once. This feature requires email addresses and/or fax numbers already programmed to a Group location. Refer to "Program Group Email Addresses" on page 18 for further details.

If both an email address and a fax number are grouped together, the machine will first send the document to the email address and then the fax number.

1. Place a document in the machine.
2. Press the **Auto Dial** key and then the **#** key.
3. Using the numeric keypad, enter the Group location desired, 1-10, and press the **Start** key. Example: To enter location 2, press 02.
4. **ENTRY IS OK?** will appear.

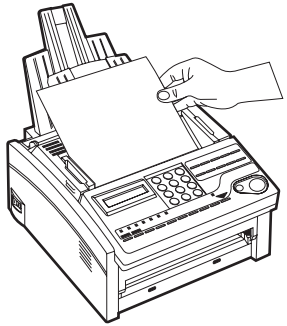
   Press the **Start** key again to email the document.



Email Using Broadcast Feature

A document can be broadcast to email addresses and fax numbers by quickly selecting preprogrammed one-touch keys. Refer to “Program Group Email Addresses” on page 18 for further details.

1. Place a document in the machine.
2. Press the one-touch keys desired quickly in succession. For example, pressing OT1 and OT3 will tell the machine to email/fax to those programmed numbers.
3. Press the **Start** key and the document will be scanned and sent.



2. Receiving Email

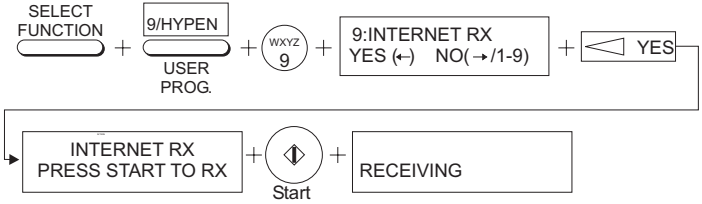
This fax machine automatically connects to the server to receive mail according to the setting “POP Interval” on page 12. If there is mail on the server, reception will start automatically. If there is more than one mail message, it will receive all the messages and print them out automatically.

If automatic reception takes place and there is no mail, no record of the transaction will be made. In the case of manual reception, service code F941 will be recorded if there is no mail.

The machine cannot print out any other format than TIFF or Text (*.tif and *.txt). If it receives a file other than those, a communication error will occur and an error report will be printed.

Manual Email Reception

Requesting a manual reception of email is accomplished using the following procedure.



1. Press **Select Function** → **9/USER PROG** → numeric keypad **9** for **INTERNET RX**.
2. Press YES for the Fax machine to poll the email server for email. If email is present, several screens will appear and the email will print. If not, no record of the transaction will be made.
3. If there is a connection problem, the following screen will appear:

   COMMUN.ERROR

   Recheck the connections and try again.

Notes:

- Internet Fax receives mail in memory. Check to make sure that there is a sufficient free memory space to receive fax messages. If there is not, reception of a message may be terminated before reception is completed.
- The size of TIFF that can be received with Internet Fax is approximately half the size of the memory capacity. A memory full message may appear when receiving a large-sized original. If this occurs, have the original sent in sections.

Troubleshooting

If a communication error occurs, check the service code shown on the Activity Report.

SMTP Communication

The service code for a SMTP communication is prefixed with the letter E.

Error	Description
0000	Normal Shutdown
9080	Press stop key
E058	Failed SMTP connection
E074	Cable not connected
E081	DNS cannot resolve SMTP server name
E082	No response from SMTP server
E083	Error generated in SMTP command sequence
E108	Transmission attempted when destination was not set
E109	Transmission attempted when mail address of own device not set
E110	Transmission attempted when SMTP server not set
E401	communication was attempted when the IP address of the own device was not set.
E942	Command timeout
E990	Other error
EF00	Option board I/F error

Note: For service codes E001 and E002, the number of pages in the report will be left blank.

POP3 Communication

The service code for a POP communication is prefixed with the letter F.

Error	Description
0000	Normal Shutdown
F001	Normal shutdown (only text received)
F002	Normal shutdown (only text received but cannot print)
F059	Failed in POP connection
F074	Cable not connected
F076	DNS cannot resolve POP server name
F077	No response from POP server
F078	Incorrect POP user name/password
F079	Error generated in POP command sequence
F105	Reception attempted when POP server was not set
F106	Reception attempted when POP user name was not set
F107	Reception attempted when POP password was not set
F113	Failed in updating NIC firmware ... firmware before updating remains
F401	IP address not set
F931	Unreceivable email (TIFF NG)
F932	Unreceivable email (other than TIFF NG)

Error	Description
F940	Memory full
F941	When mail does not exist in server upon manual reception
F942	Command timeout
F990	Other error
FF00	Option board I/F error

Note: For service codes F001 and F002, the number of pages in the report will be left blank.

Transmission troubleshooting

Transmission fails; a communication error occurs.

- Are the IP ADDRESS, SubNet Mask and Default Gateway settings correct?
- Has the SMTP server been configured correctly?
- If using DNS, is the DNS server address correct?
- Check to make sure that the server is not down.
- If DNS is ON, some servers may cause an error.

When one-touch key is pressed with an email address assigned, a warning message appears on the LCD.

- Has an email address been assigned on this machine?

LCD shows message “OPTION BOARD ERROR”.

- A network card I/F error has occurred - turn the power off and on again to recover.

The TIFF file sent cannot be printed out on the receiver.

- Is the file sent at EX-FINE resolution or in coding mode other than MH? I-Fax simple mode Internet Fax products support only the STD and FINE resolution settings and MH coding mode.

The Sender ID is added to the subject when transmitted?

- The Sender ID (Email) setting is ON and the subject is not entered. Either enter a Subject when sending an email or turn off the “Sender ID (Email)” on page 11.

I want to send it by PDF.

- TIFF or PDF transmission file formats are available. You can also specify the format using the Email key with every transmission. You can change the default transmission format here, “Send File Format” on page 11.

Reception troubleshooting

Reception fails; a communication error occurs.

- Are the IP ADDRESS, SubNetMask and Default Gateway settings correct?
- Has the POP server been configured correctly?
- If using DNS, is the DNS server address correct?
- Is the USER ID correct as registered on the POP server?
- Is the password correct as registered on the POP server?

Reception does not start.

- Has the POP interval been set to OFF? Check "POP Interval" on page 12.
- Is there a sufficient free memory space? Images have to be first stored in memory and cannot be received if there is not enough space. Have the message resent in smaller pieces if possible.

When receiving data manually, a warning message appears on the LCD.

- Are the POP server or USER ID registered?

The LCD shows message OPTION BOARD ERROR.

- A network card I/F error has occurred - turn the power off and on again to recover.

A communication error occurs during reception and a report is printed out.

- The received file is not of a format supported by this machine.

Data is sent from an email client on a PC to the Fax machine, but the reception has failed.

- Is the TIFF format used supported by this Internet Fax?
- If only a text has been sent, it will not be printed out unless the TEXT PRINT setting is ON.
- Some email clients send email using unusual formats which this fax machine cannot receive.

The fax machine prints out a large number of meaningless characters.

- It may be printing out a file format that the machine cannot decode. If this occurs, ask the sender to resend the fax using TEXT only format.

Communication errors occur, and service code F078 is given each time.

- The POP server password or user ID may be wrong, causing the server to return authentication errors.

Can PDF files be received?

- PDF files can be sent but cannot be received.

Authentication - Unable To Send Global E-mails

Symptom

The machine can receive emails from both inside a local network, and globally from outside a local network. It can send emails to anyone on the local network, but it cannot send emails to anyone outside the local network.

Cause

If all of the parameters on the T.37 have been configured properly, the problem may be that the mail server requires "authentication" as most mail servers can be configured to require authentication. If this is enabled on the mail server, it will prevent the machine from sending any global email, since the Oki T.37 card does not currently support this feature.

Resolution

Any changes to allow the machine to send global emails would have to be made at the mail server itself. The network administrator needs to configure the mail server not to require authentication from the IP address the machine has been assigned. The administrator may not want to do this for security reasons, but it is the only method available that allows the machine to send emails outside of the local LAN.

Additional Info

Many networks today use Microsoft Exchange as their mail server, with authentication enabled. Microsoft does have a white paper (Q255125) on their web site that explains how to exempt one IP address from requiring authentication. It can be found by doing a search of Microsoft's Knowledge Base at http:\\www.microsoft.com.